Addendum #6

This Addendum to Request for Offer DIR-TXO-001 contains answers to the remaining Vendor Questions submitted in the second round of questions in accordance with Section 4.3.3 of the RFO.

- **Questions and Answers**

Many of the questions submitted in the second round required information from the Current Contractor. Answers are subject to verification by Vendor during the due diligence process.

1. Is the Current Contractor the merchant of record for payment services or is each agency responsible for their own merchant services agreement(s)? If agencies are their own merchants, are their funds settled directly into their bank account or are they settled into the central CPA account?

   Answer: In some instances, the Current Contractor is the merchant of record for payment services and in other cases the agencies are their own merchant. If the Current Contractor is the merchant of record, the Current Contractor pays the credit card fees. If the Customer is the merchant of record, the Customer pays the credit card fees. Regardless of who pays the credit card fees, all deposits process through the Treasury. Transactions post to the correct USAS account.

2. What are the Current Contractor's application monitoring tools? Related to a previous question, will this software be provided to the Vendor?

   Answer: Multiple tools are used – those that are not DIR assets are considered proprietary to BearingPoint. The Asset Inventory is provided in the Resource Room.

   Monitoring tools that are DIR assets include Tibco and Sun UCE.

3. In order for the Vendor to fully estimate the costs associated with supporting the existing applications, please provide the following details by application for each application and service listed in Appendix F.7(b) on the Apps List tab:
   - Development language and application platform
   - Application dependencies (e.g. requires BEA AquaLogix)
   - Number of break-fixes per application for the past six months
   - Does the application meet PCI compliance (if applicable)
   - Type of integration with ePay (webservice, API, common checkout, other).

   Answer: Due to the time required by the Current Contractor to provide the requested information, a detailed answer to this question cannot be provided.

   The development language for most applications is Java. The operating system used for most applications is Solaris.

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The TexasOnline Applications Dependency Matrix can be found in the Resource Room.

Break-fix information per application is not available.

TexasOnline follows the current PCI rules and uses a PCI certified payment gateway.

Most TexasOnline applications integrate with ePay using webservice request and response functions.

4. In reviewing the Operations Reports, performance statistics for each service are reported for "TexasOnline" and "Non-TOL". Please explain the following:
   - The difference between these two categories;
   - How each is measured and the party responsible for measuring and reporting;
   - Would the Vendor only be responsible for service levels associated with "TexasOnline" category;
   - How is "Overall Availability" calculated? It appears to tie directly to the availability reported under the "TexasOnline" category.

   Answer: In the Operations Reports Performance Statistics reports, "TexasOnline" relates to outages that are subject to performance penalties under the TexasOnline Electronic Framework Agreement. "Non-TOL" relates to outages that are not subject to performance penalties under the TexasOnline Electronic Framework Agreement. The TexasOnline Electronic Framework Agreement and Service Level Agreements (found in Appendix F.6) describe how availability is measured and calculated.

End of Addendum #6